10/30/2009

Reform 12

Modular Object Scanning Technology

LANFax For MOST

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System Requirements

- Reform 12 Enterprise or Reform 12 PDC
- MOST Plugin
- LanFax Plugin
- MOST LanFax Plugin
- For Evaluation and Demonstration: Windows XP, Windows 2003 Server, Windows Vista, Windows 7 or Windows 2008 Server (64 Bit Operating Systems are Supported)
- For Production Systems: Windows 2003 Server or Windows 2008 Server (64 Bit Operating Systems are Supported)

All required Reform software downloads can be found at www.fabsoft.com >> Downloads section.

Hardware Requirements

Please reference both the LanFax Plugin Documentation and MOST Documentation regarding Hardware Requirements.

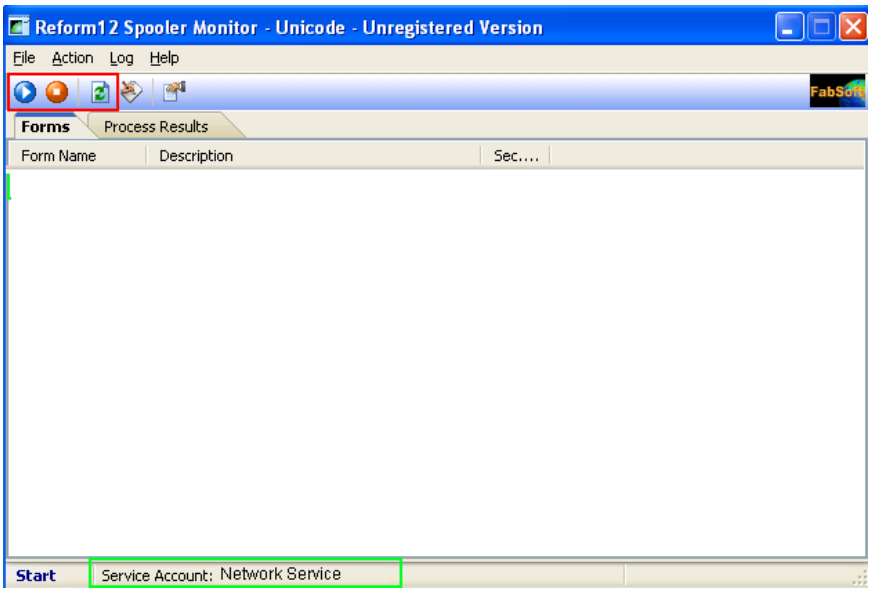
Other Requirements

- MOST and LanFax plugins must be configured before installing.
- A LanFax driver must be installed before proceeding with the installation.

Installation

To install MOST-LanFAX to your existing Reform 12 installation, you will need to download and run the MOST-LanFAX.exe installation executable.

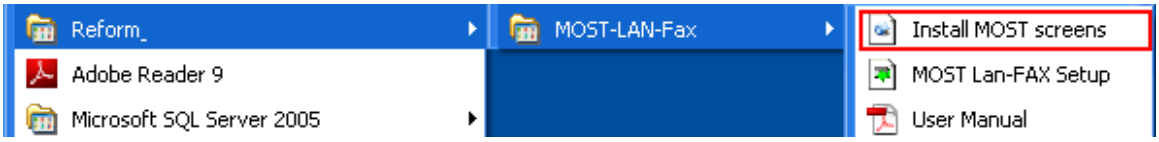
Step through the prompts, and the installation will begin. **After you have completed the installation of MOST-LanFax, the Reform Spooler Service must be restarted. Open up the Spooler by going to Start>Programs>Reform..>Spooler. Click the Refresh button or the red stop button and then the blue start button.**



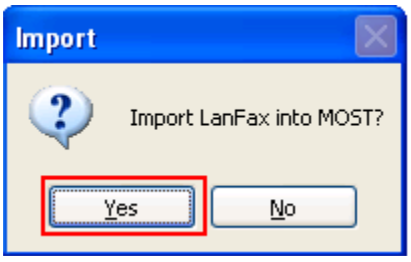
Importing Most Screen

Please refer to the MOST manual for more information regarding Most terminology, Most Setup and Connection Test.

To import the MOST screens that you will be using with LanFax go to **Start>Programs>Reform…>MOST-LAN-Fax>Install MOST screens**



If not already open, the MOST Designer will appear and you will be prompted to import the screens. Click **Yes.**

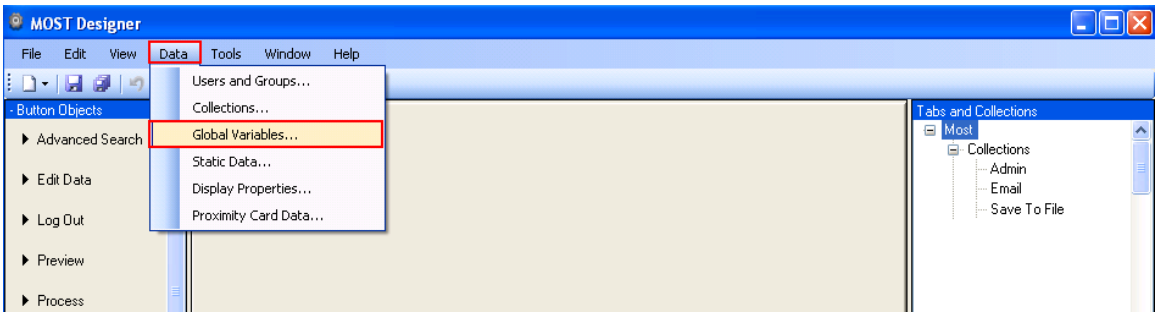


Leave the MOST Designer open as we will be using it next.

Setting Global Variables

We need to setup the communication beween MOST and LanFax. To do so, we have to configure certain parameters in MOST's Global variables screen. If the MOST Designer is not already open, go to **Start>Programs> Reform… >MOST>Designer**.

On the MOST Designer's menu, go to **Data>Global Variables**

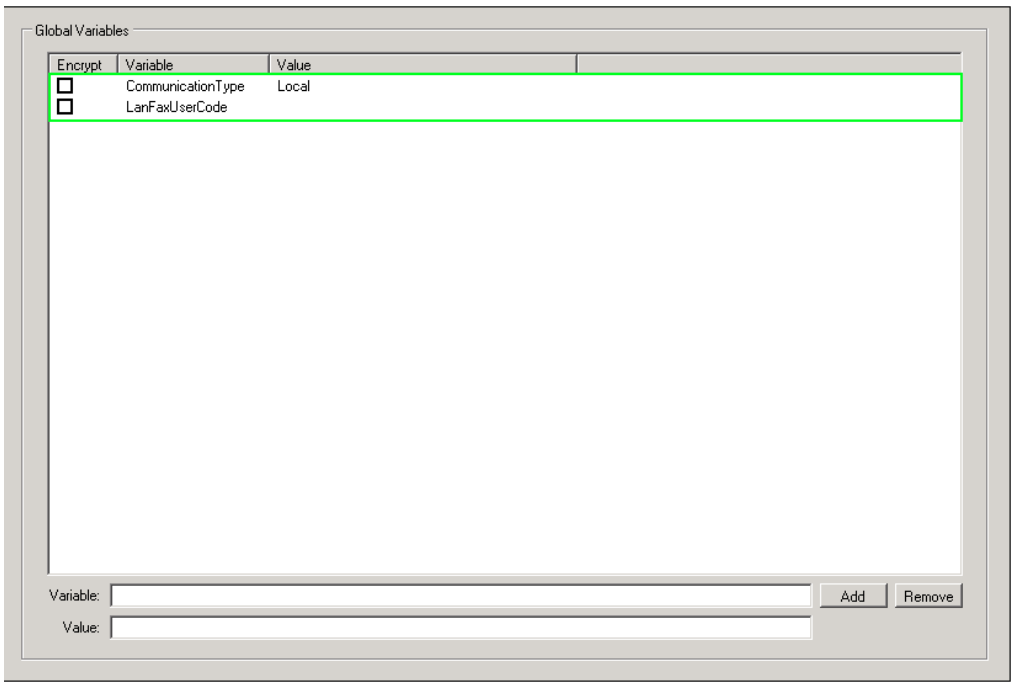


There are two LanFax global variable required. CommunicationType specifies how statuses are printed to the MFP. LanFaxUserCode is required if you wish to send faxes while the Faxing feature is locked on the MFP. Please see notes below for more information. Select the variable, enter its value in the provided box and then click the update button. The CommunicationType global variables uses a drop down list with available options for your convenience.

1. Variable Name =**CommunicationType** Value= **Local**
2. Varibale Name =**LanFaxUserCode** Value=

***CommunicationType specifies whether or not the MFP is reachable by IP from the MOST server. If the MFP is reachable by IP from the MOST server, the CommunicationType should be set to "Local". If the MFP is on a remote (wide area) network, the CommunicationType should be set to "Remote".**

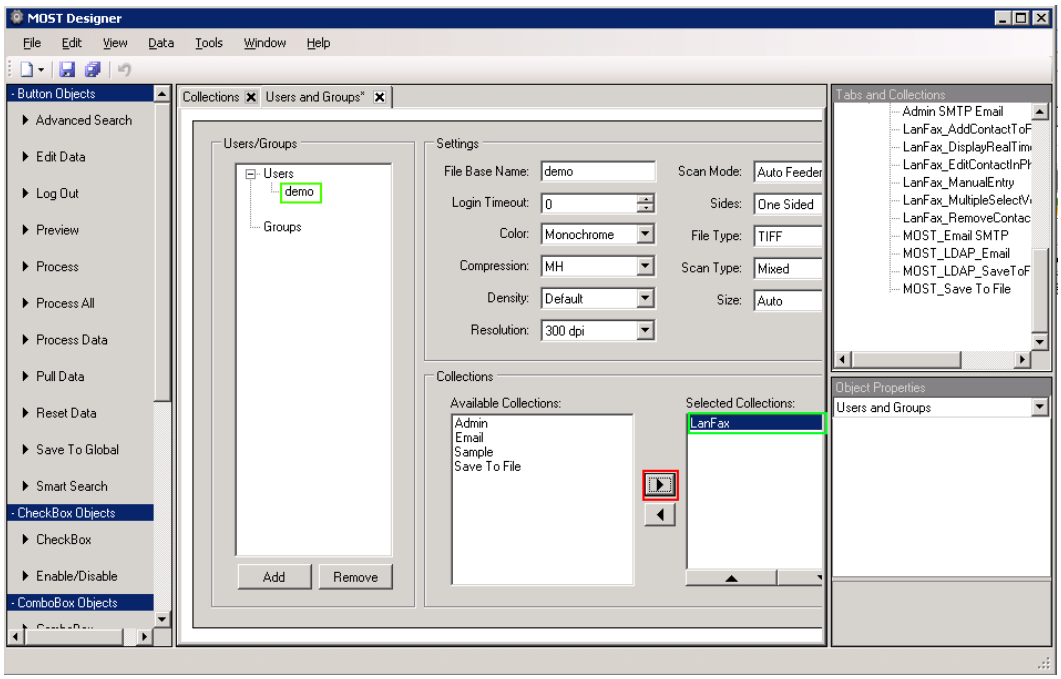
***LanFaxUserCode – This specifies a UserCode that has access to the faxing feature. This will allow faxes to be sent even if the faxing panel is locked on the device. User Authentication Management must be set to "User Code". An address book entry must be created for the user code. This user code must have access to the facsimile function.**



Click **File>Save** or use the small save icon to save all the global variables.

Assigning Collection to Users

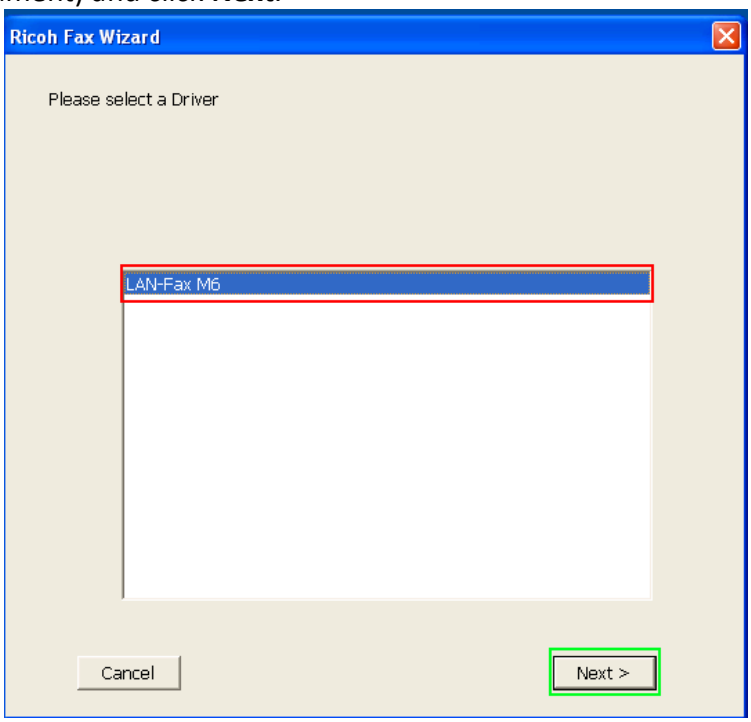
1. If MOST Designer is not already open, Go to **Start>Programs>Reform…>MOST>Designer**
2. On the MOST Designer tool bar click on **Data>Users and Groups**
3. Under Users, click on demo (the user demo is used for the tutorial, but you can add this collection to any user). Select **LanFax** from the Available Collection and click the to add the LanFax collection. Go to File> Click on **Save** or click the icon in the toolbar.



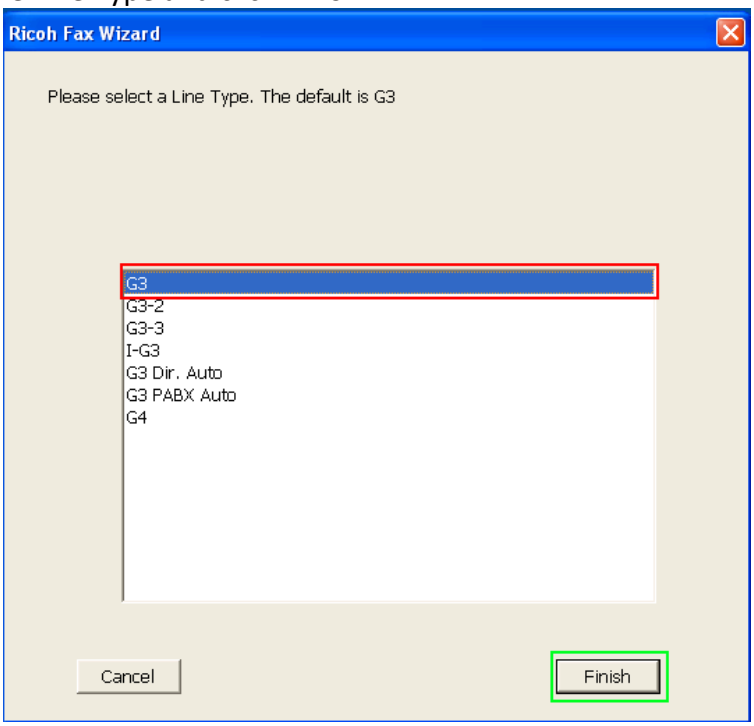
Setting up your MOST Lan-Fax Driver and Line Type

Go to **Start>Programs >Reform…> MOST-LAN-Fax> Most-Lan-FAX Setup**

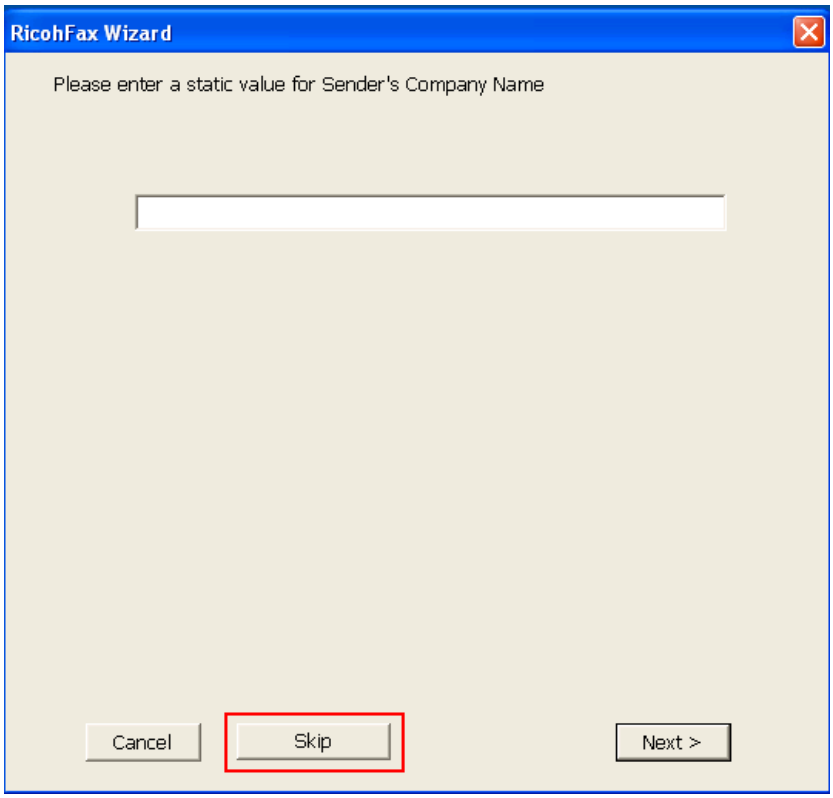
1. Select your LanFax Driver (This is the LanFax Driver you've installed to send your fax document) and click **Next**.



2. Select the Line Type and click **Finish**.



3. The rest of the fields are *optional.* Click on **Skip** until the wizard is completed.

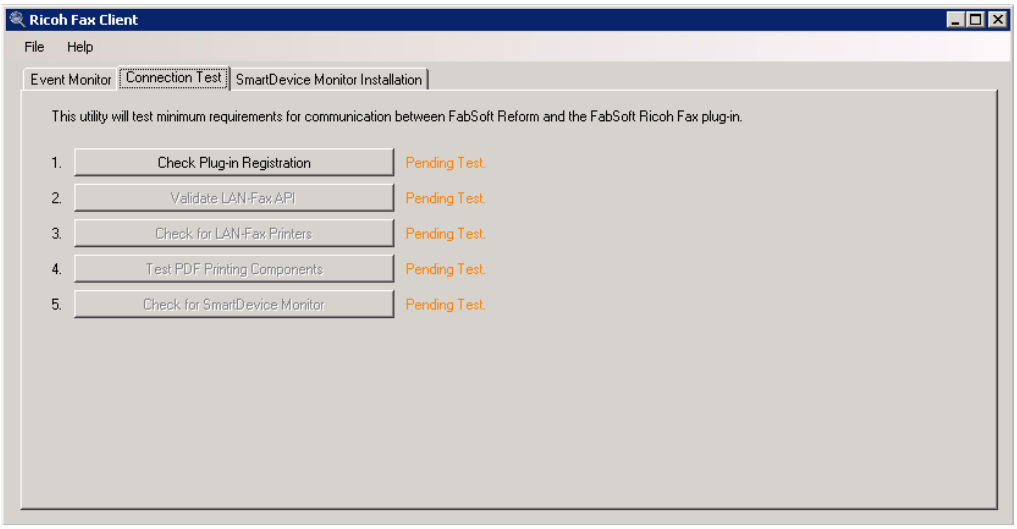


Once all the tests are successful and the LanFax driver is configured, we can continue the setup process. You will be asked to restart the computer in the next section which will allow these newly configured values to take place. To manually restart the service, please see the Troubleshooting section of this manual.

LanFax Connection Test Utility

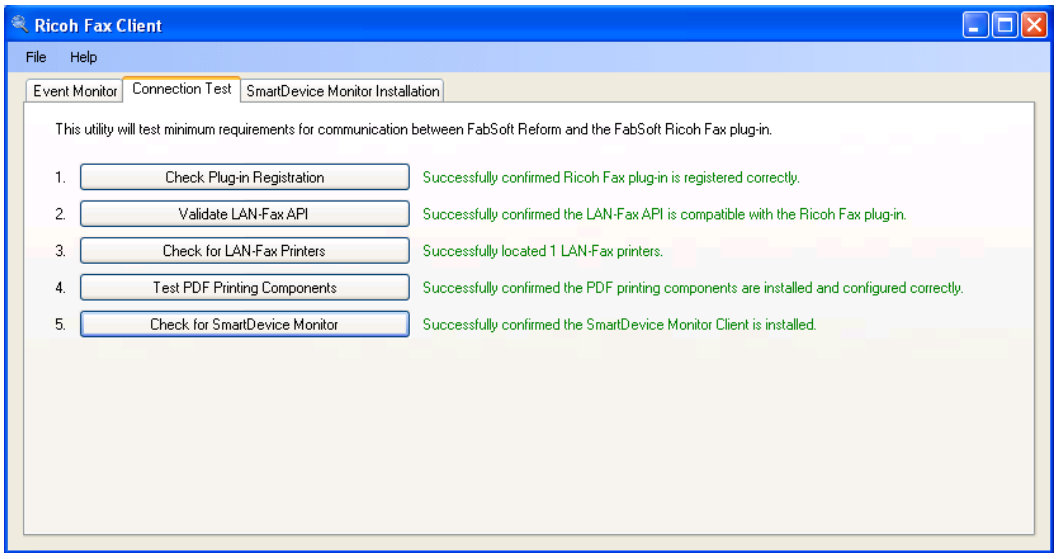
This included Connection Test Utility is used to check the integrity of various settings when setting up a MOST server to work together with LanFax. It checks several settings to make sure that they are configured properly.

Go to **Start>Programs>Reform..>LanFax>Check Fax System**
Go to Connection Test Tab



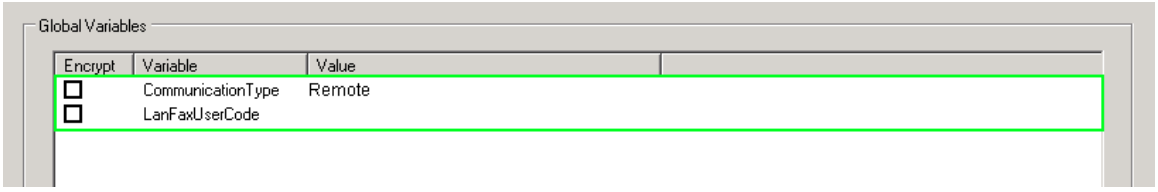
1. Checks LanFax plug-in registration
2. Confirms the LanFax API is compatible with the LanFax plug-in
3. Locates LanFax Printer Drivers
4. Confirms PDF printing components are installed and configured
5. Confirms Smart Device Monitor is installed (Go to SmartDevice Monitor Installation Tab to install). **IT IS IMPORTATNT TO RESTART YOUR COMPUTER AFTER INSTALLING SMARTDEVICE MONITOR. THIS ENSURES THAT THE RICOH FAX SERVICE WILL START UP THE NEXT TIME YOUR COMPUTER TURNS ON.**

If configured correctly, all tests will show **successfully confirmed**.


Ricoh Fax Client
File
Help
Event Monitor
Connection Test
SmartDevice Monitor Installation
This utility will test minimum requirements for communication between FabSoft Reform and the FabSoft Ricoh Fax plug-in.
1. Check Plug-in Registration
Successfully confirmed Ricoh Fax plug-in is registered correctly.
2. Validate LAN-Fax API
Successfully confirmed the LAN-Fax API is compatible with the Ricoh Fax plug-in.
3. Check for LAN-Fax Printers
Successfully located 1 LAN-Fax printers.
4. Test PDF Printing Components
Successfully confirmed the PDF printing components are installed and configured correctly.
5. Check for SmartDevice Monitor
Successfully confirmed the SmartDevice Monitor Client is installed.

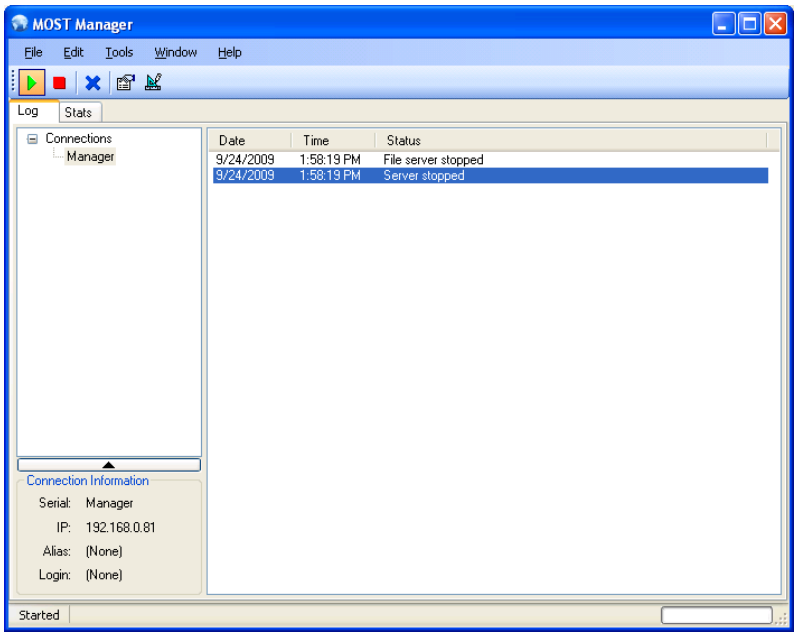
MOST Configuration to Enable Remote Printing of Fax Statuses

***If CommunicationType global variable is set to Local (MFP can be reached by IP on a local network), this step can be skipped. In order to print documents remotely (when a MFP is not reachable by IP), the CommunicationType should be set to Remote and the following steps should be taken.**

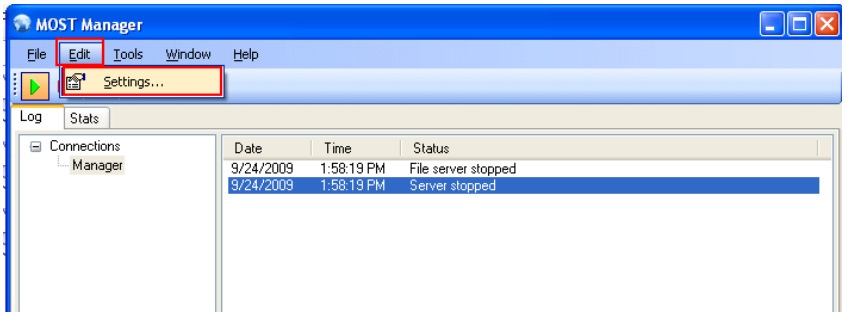


Remote Printing must be enabled in the MOST Manager if the **CommunicationType** is set to **Remote** in the Global Variables configuration.

1. To do so, first make sure MOST Manager is open by going to **Start>Programs>Reform…>MOST>Manager.** It may be running in your task bar, so check for the small icon and double click on it to bring up MOST Manager.

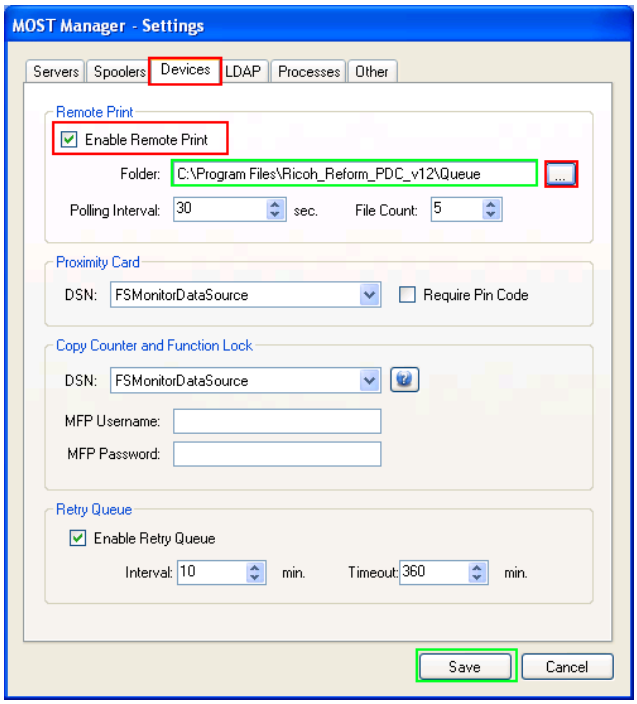


2. Go to **Edit > Settings**

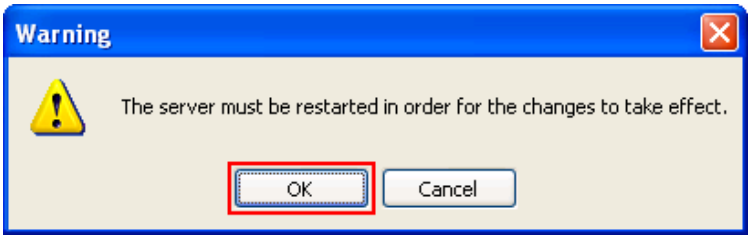


3. Go to the **Devices** tab. Here we need to check the **Enable Remote Print** checkbox if it is not already done so. You must also specify your Reform installation's Queue directory which is usually **C:\Program Files\Reform…\Queue.** Use the browse button to select this directory. The polling interval is how often the MFP will check this directory for Fax Statuses. If 30 seconds is not optimal for your environment, please change it to the desired value.

   Note: The lower the interval, the more network traffic/communications will occur.



4. After you have finished configuring Remote Printing, please click the **Save** button**.** You will be prompted that the server must be restarted, click **Yes**.



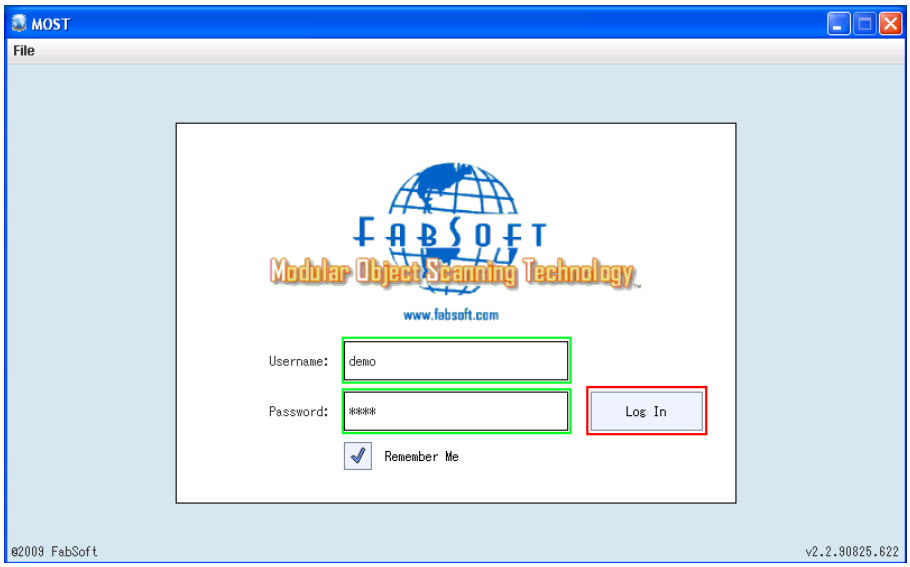
You have successfully configured MOST to enable the remote printing of Fax Statuses at your MFP.

MOST LanFax Tutorial

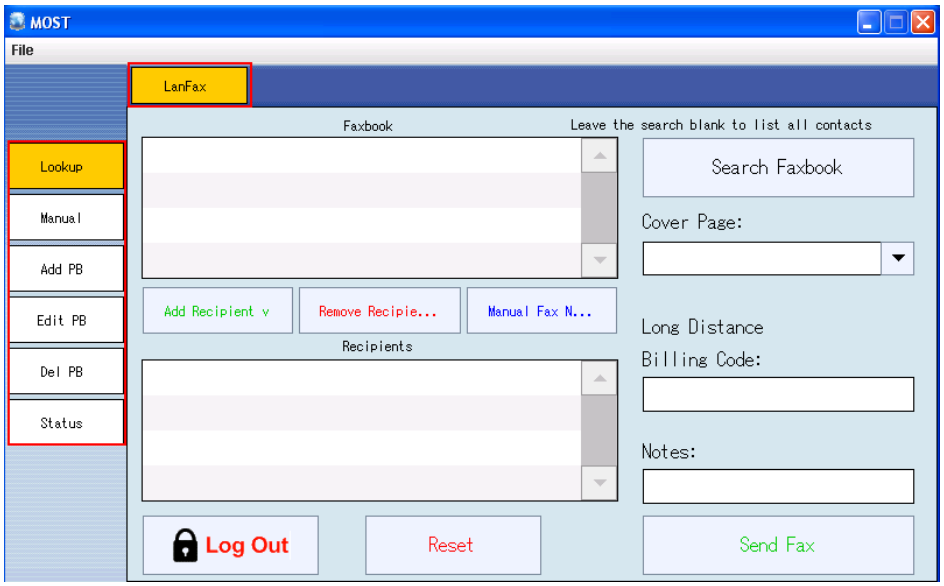
At this point, you should have a basic understanding of the functionality of MOST. In this tutorial, we're going to be using the MOST Desktop to simulate an MFP running MOST and connecting to a MOST server. This tutorial assumes MOST connectivity has already been configured and established. (The MFP required for testing the Print Status functionality of this tutorial. Please refer to the MOST manual on how to setup MOST on the MFP or any other MOST related issues.)

The emulator shows you exactly what you would see on an MFP, and it functions in the same way. This same process could be tested with the same exact steps, but by installing MOST on the MFP by following the instructions in the MOST manual.

1. Login to MOST at an MFP or use MOST Desktop (**Start > Program > Reform…>MOST>Misc>MOST Desktop**) using the username and password for which you gave the LanFax collection to. In the tutorial, we configured the user **demo**, password **demo**. Click **Log In**.



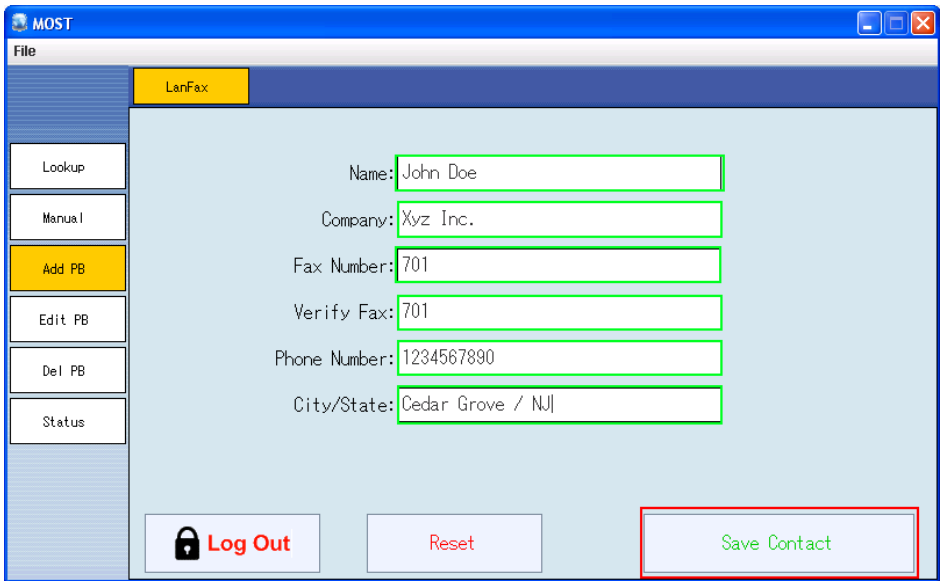
2. The emulator will now connect to the MOST server and login. Once it logs in, you will see a series of collections and tabs. For this tutorial, we will be using the LanFax collection and tabs which you have made available to the user.



3. From your LanFax collection you will see the Lookup screen which allows you to fax documents to multiple recipients. The first thing we want to do is go to the

add contacts tab. On the left, click on **Add PB** tab and fill out fields with the following information:
Name: John Doe
Company: Xyz Inc.
Fax Number: Enter a valid fax number
Verify Fax: Enter the same fax number entered above
Phone Number: 1234567890
City/State: Cedar Grove/NJ

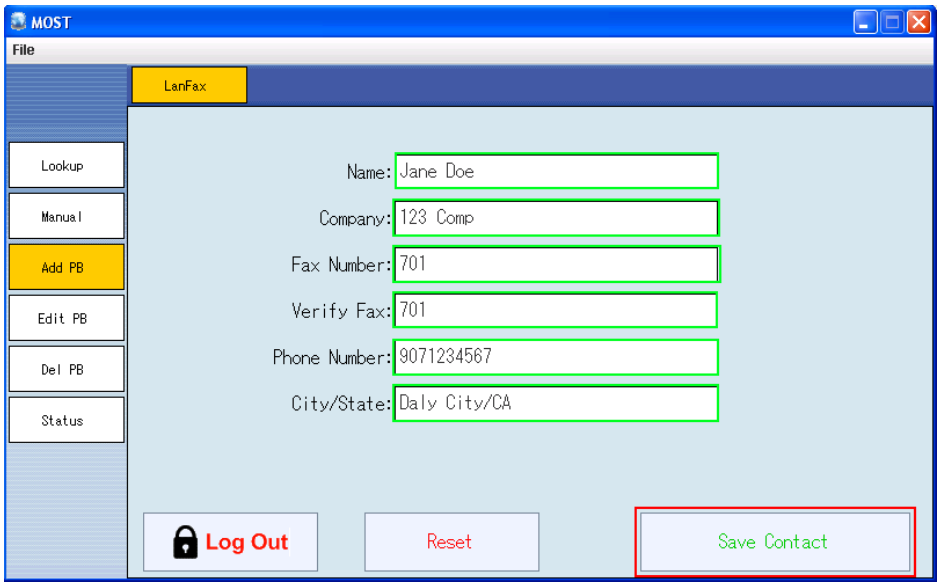
Click on **Save Contact** to add the contact



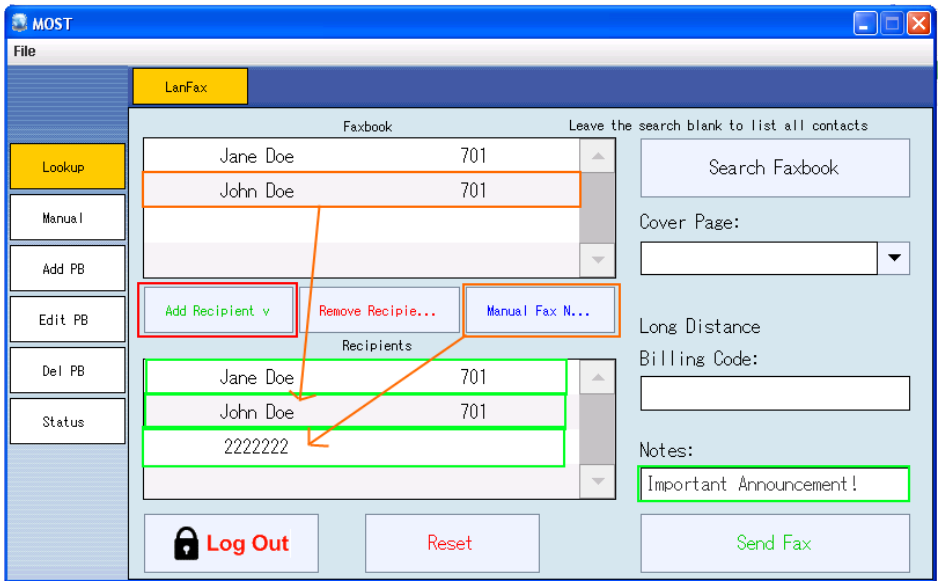
After clicking **Save Contact,** we want to add another user to the phonebook. Add the following user:

Name: Jane Doe
Company: 123 Comp.
Fax Number: Enter a valid fax number
Verify Fax: Enter the same fax number entered above
Phone Number: 9071234567
City/State: Daly City/CA

Click on **Save Contact** to add the contact to the phonebook.

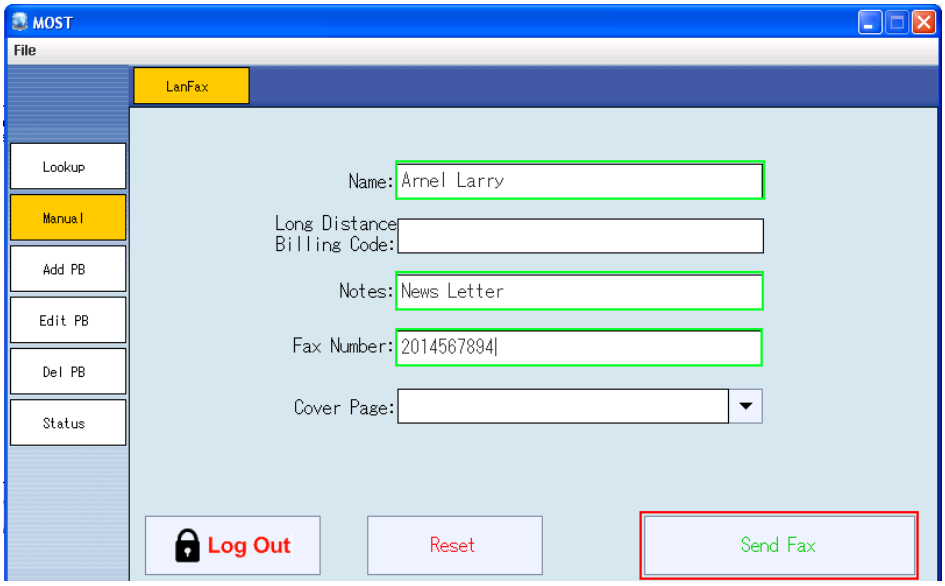


4. On the left, click on the **Lookup** tab. Click on the **Search Faxbook** button to display your newly added contacts (If contacts are not shown, make sure the Reform Spooler service is running and has the correct login credentials to carry out contact operations). Leaving the search field blank will display all the available contacts. Select your contacts from the Faxbook listbox and click on Add Recipient button to populate the Recipient box. You can also use the **Manual Fax Number** button to enter a fax number using the onscreen keyboard. Next, on the Notes field type in *Important Announcement!* and click **Send Fax**. To use a cover page, select from the combo box.
Note: Make sure the Cover Sheet Files (FCP files) are stored in this directory C:\WINDOWS\system32\spool\drivers\w32x86\3.

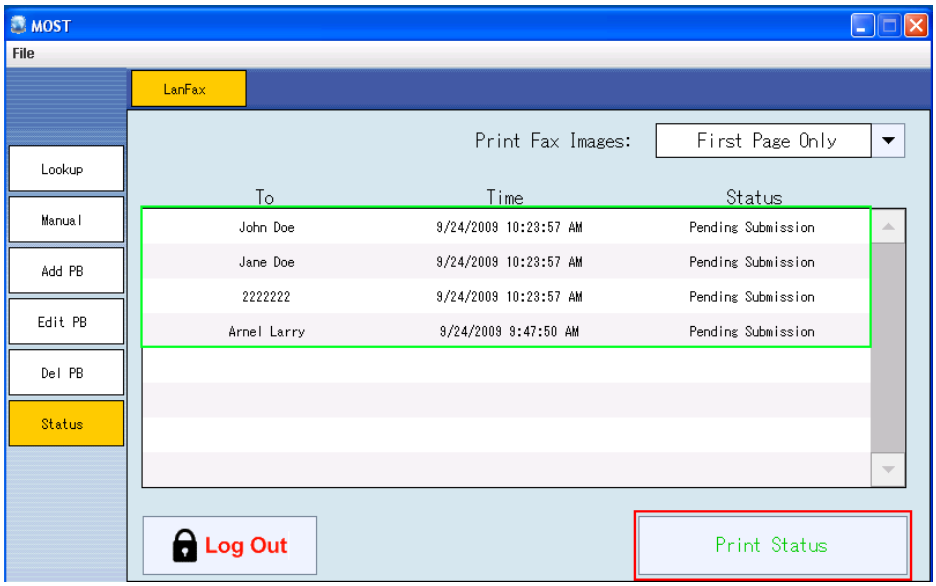


5. We want to send another fax, this time using the **Manual** tab which lets us manually enter fax information. On the left, click on the **Manual** tab and fill out the fields. Click on **Send Fax** button. To use a cover page, select from the combo box.
   Note: Make sure the Cover Sheet Files (FCP files) are stored in this directory C:\WINDOWS\system32\spool\drivers\w32x86\3.

   Name = Arnel Larry
   Notes = News Letter
   Fax Number = 2014567894

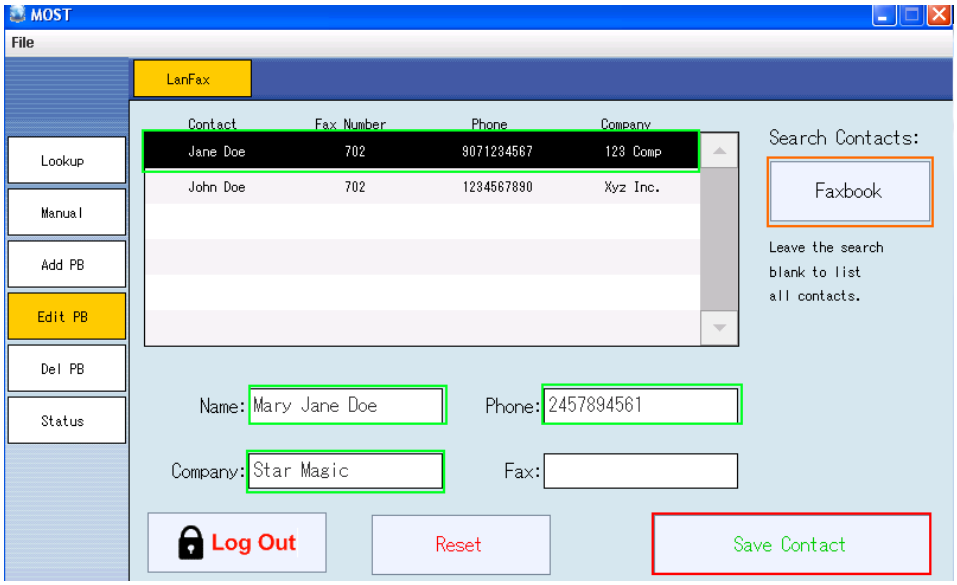


6. Wait a moment and then click on the **Status** tab on the left hand side to view the status of your fax.



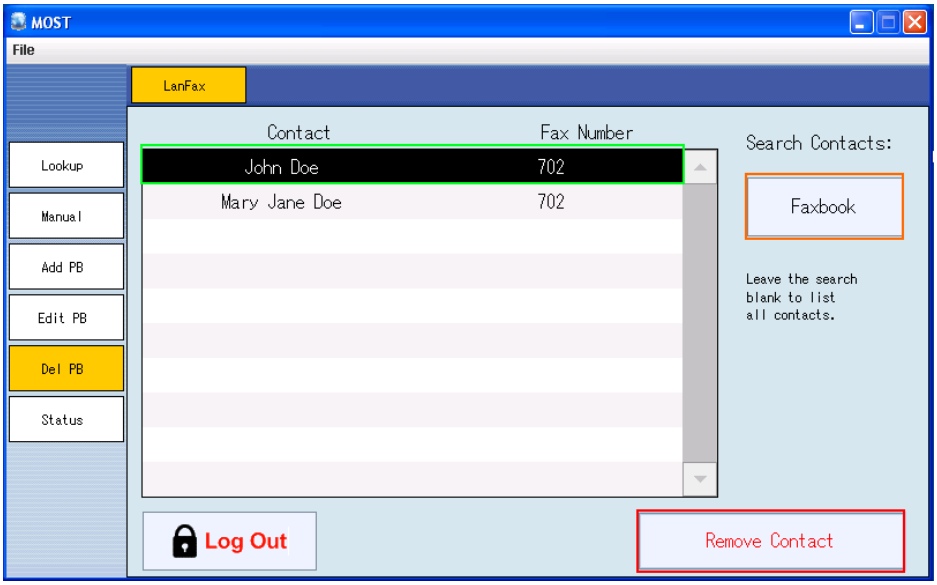
7. MFP is required to print the status. From your MFP select your document from the list. You also have an option if you just want to see the first page of the fax document or all pages. Click on **Print Status.** The first page will print the status of your fax followed by your document.

8. On the left, click on the **Edit PB** tab, and select **Jane Doe** to be edited. If your list is blank, click **Faxbook** and leave the search field blank to search all contacts. We will edit the following fields by replacing with these new values: Name = Mary Jane Doe, Company = Star Magic, Phone=2457894561. Click on **Save Contact**.

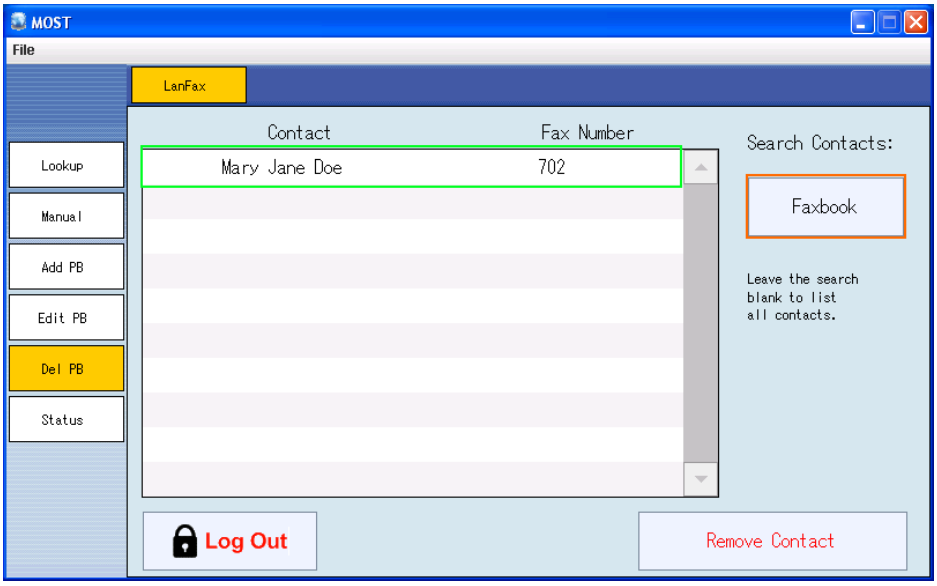


Wait a few seconds and click on **Faxbook** to refresh the list. You should be able to see the changes you made.

9. On the left Click on the **Del PB** tab. Click on **Faxbook** to refresh the list if it does not have the latest changes you made in the previous step.



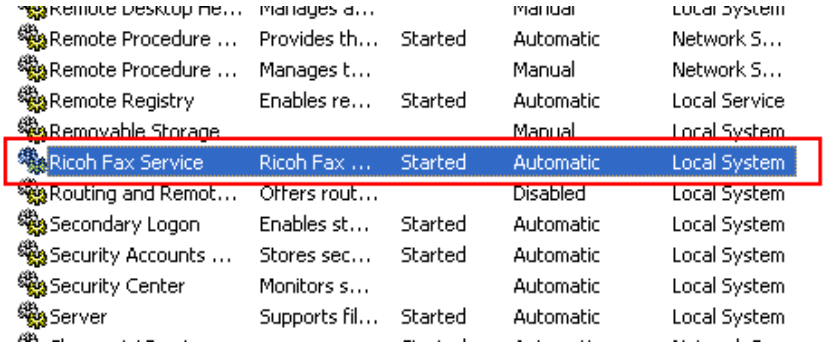
10. Select **John Doe** and click on the **Remove Contact** button to delete from the List. Click on **Faxbook** to refresh the list (leave search blank). Mary Jane Doe should be the only one left in the list.



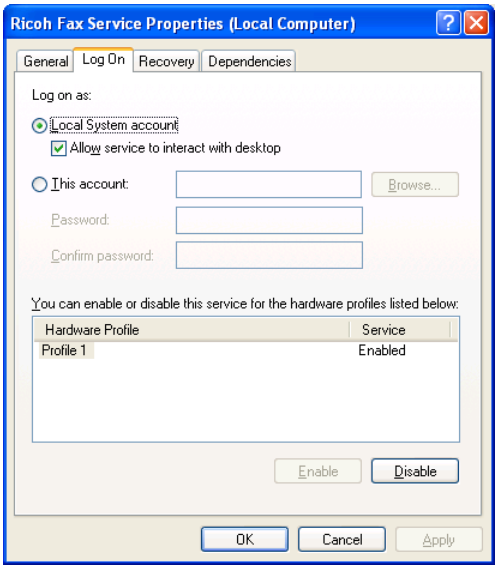
Ricoh Fax Service

A single service is installed with the Ricoh LANFAX plugin. The purpose of this service is to communicate with the installed Fax device. When you setup your fax enabled form, you had setup the line type and the driver for your fax system. When data is printed to that form, it sends the document, line type and driver up to the SQL database. This service monitors entries in that database in order to relay them to the actual fax device. This allows for tracking of documents as well as error correction and control.

The service is installed during the Ricoh LANFAX plugin installation. After the installation, you are prompted to restart your computer so that this service can be started. The **Ricoh Fax Service** should be set to Automatic and should be started after restarting. To view currently installed services, go to **Start>Control Panel>Administrative Tools > Services**.


Remote Procedure ... Provides th... Started Automatic Network S...
Remote Procedure ... Manages t... Manual Network S...
Remote Registry Enables re... Started Automatic Local Service
Removable Storage Manual Local System
Ricoh Fax Service Ricoh Fax ... Started Automatic Local System
Routing and Remot... Offers rout... Disabled Local System
Secondary Logon Enables st... Started Automatic Local System
Security Accounts ... Stores sec... Started Automatic Local System
Security Center Monitors s... Automatic Local System
Server Supports fil... Started Automatic Local System

It is recommended to run the service under a domain account with administrative privileges on the local computer. To do so, right click on the service and go to Properties. Next, click on the Log On tab. Use the “This Account” setting to enter the desired service account.



Click **OK** when complete. The service may need to be restarted for the changes to take effect.

Maintenance

There are certain directories and SQL tables that need to be monitored for growth along with the Ricoh LanFax plugin for Reform 12. As a system processes more and more jobs, the size of these directories and SQL tables can grow very quickly. Overall system performance can be affected by the large amounts of space that the files may take up. Also, there exists a 4GB database limit if using the Microsoft SQL Server Express 2005 supplied with this installation. Obsolete files/database entries should be deleted according to your needs and file retention specifications. It is recommended to monitor the following directories and SQL tables for growth:

Directories:

C:\Program Files\Reform…\Backups
C:\Program Files\Reform…\Spooler\ImageQueue
C:\Program Files\Reform…\Plugins\DeviceViewer\FaxJobs\

SQL Tables:

LanFaxPhoneBook
RicohFaxTrans

Troubleshooting

Q: Faxes are not reaching the LANFax printer.
A: You may have to restart the **Ricoh Fax Service**.

1. Go to **Control Panel>Administrative Tools>Services**
2. Find the service **Ricoh Fax Service**.
3. Right-click on the service and click **Restart**. This will cycle the fax service.
4. You may close the Services panel.

Try sending another fax. You should see it briefly enter the queue of the LANFax printer before it is processed. If still not working, make sure you can manually send faxes to the LANFAX driver before configuring Reform to do so.

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